



INSTITUTIONAL EFFECTIVENESS ASSESSMENT – NON ACADEMIC UNITS

WHY ARE WE HERE?

- To help our students succeed
- To serve the District residents
- To improve the efficiency and effectiveness of the institution
- To receive re-affirmation of accreditation
- ...

WHERE ARE WE?



Strategic Measures

What is the college's overall performance, based on seven strategic performance measures?

Goal	Strategic Measure	Outcome	National Rank Among All Colleges	National Rank Among Public Colleges	Trend
			Percentile	Percentile	
Completion & Progression	Graduation rate	15.8 %	3rd	2nd	↑
	First-year retention rate	50.8 %	7th	3rd	↓
Efficiency	Cost per student (FTE)	\$30,540	90th	97th	↑
Productivity	Cost per degree	\$165,411	94th	98th	↓
	Cost of attrition *	\$4.9m	N/A	N/A	↓
Gainful Employment	Student loan default rate	12.7 %	92nd	90th	↑
	Ratio of student loan payments to earnings per recent graduates **	No Data	No Data	No Data	No Data

* Amount spent by the college to educate first-year undergraduate students (first-time, full-time) who did not begin a second year.

** Median starting pay data presently available for 950 of the 1,575 colleges featured on this website.

Costs

\$18,963 / yr

What does it typically cost to attend University of the District of Columbia?

The average net price for undergraduate in-state students is \$18,963 per year. Net price is what undergraduate students pay after grants and scholarships (financial aid you don't have to pay back) are subtracted from the institution's cost of attendance.

The average net price has **increased 104.1%** from 2008 to 2010. This increase is among the highest for institutions of this type.

[Click here to see listings of changes in college costs.](#)

[Click here to go to the Net Price Calculator for a better estimate of what your costs would be.](#)

Graduation Rate

15.8%

Low Medium High

What percentage of students graduate?

15.8% of full-time students received their bachelor's degree within 6 years. Graduation rate data are based on undergraduate students who enrolled full-time and have never enrolled in college before. This may not represent all undergraduates that attend this institution.

Loan Default Rate

14.1% (The Institution) vs **14.7%** (National)

Are students able to repay their loans after they graduate?

14.1% of borrowers defaulted on their Federal student loans within three years of entering repayment.

Median Borrowing

\$109.33 / mo

What is the typical amount borrowed for a student's undergraduate study?

Families typically borrow \$9,500 in Federal loans for a student's undergraduate study. The Federal loan payment over 10 years for this amount is approximately \$109.33 per month. Your borrowing may be different.

To learn about loan repayment options, go to: <http://students.ed.gov/repay-loans/understand/plans>

Employment

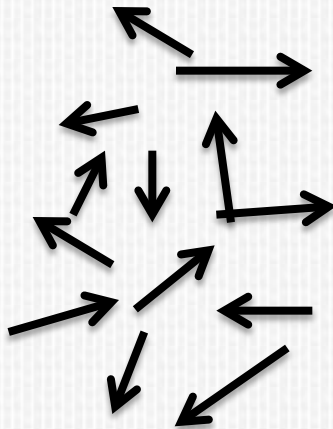
What kinds of jobs do students have when they graduate?

The U.S. Department of Education is working to provide information about the average earnings of former undergraduate students at University of the District of Columbia who borrowed Federal student loans. In the meantime, ask University of the District of Columbia to tell you about how many of its graduates get jobs, what kinds of jobs

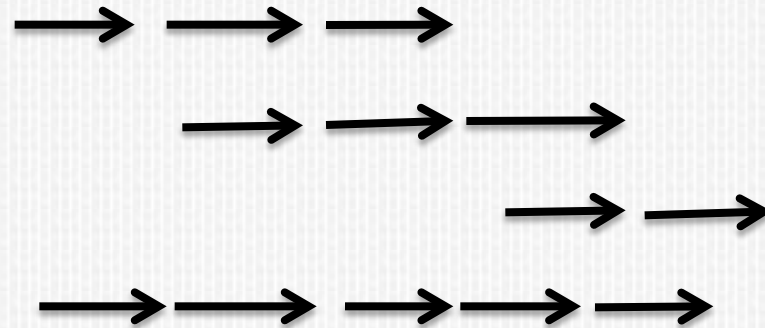
INSTITUTIONAL EFFECTIVENESS

IS ABOUT MOVING...

From this:



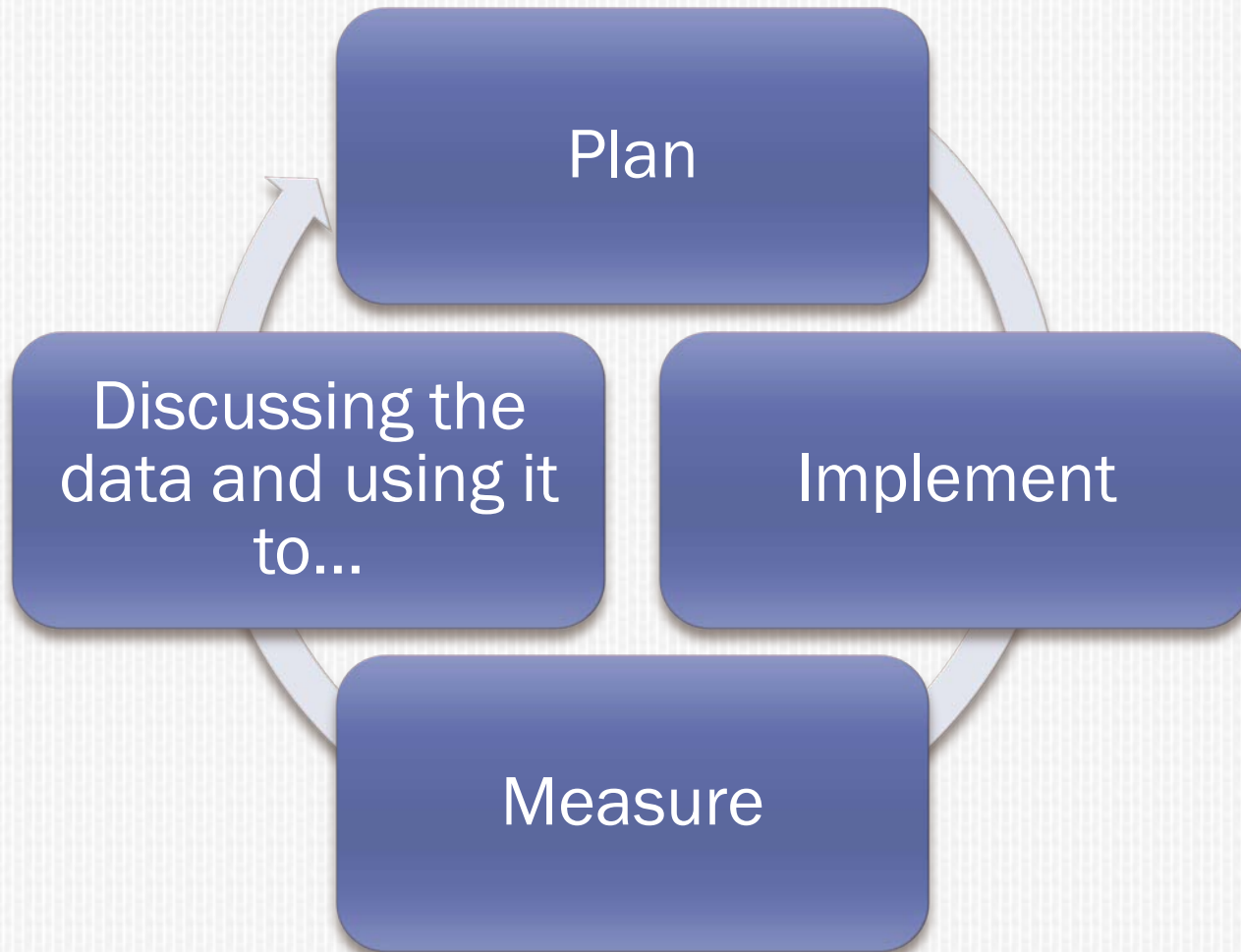
To this:



On all aspects of the institution

Requires **sustained coordination of efforts** in all areas at the institution

TO GET THERE... CYCLE OF CONTINUOUS IMPROVEMENT



QUESTIONS TO ASK OURSELVES

- Are you effective?
 - Are you good at what you do?

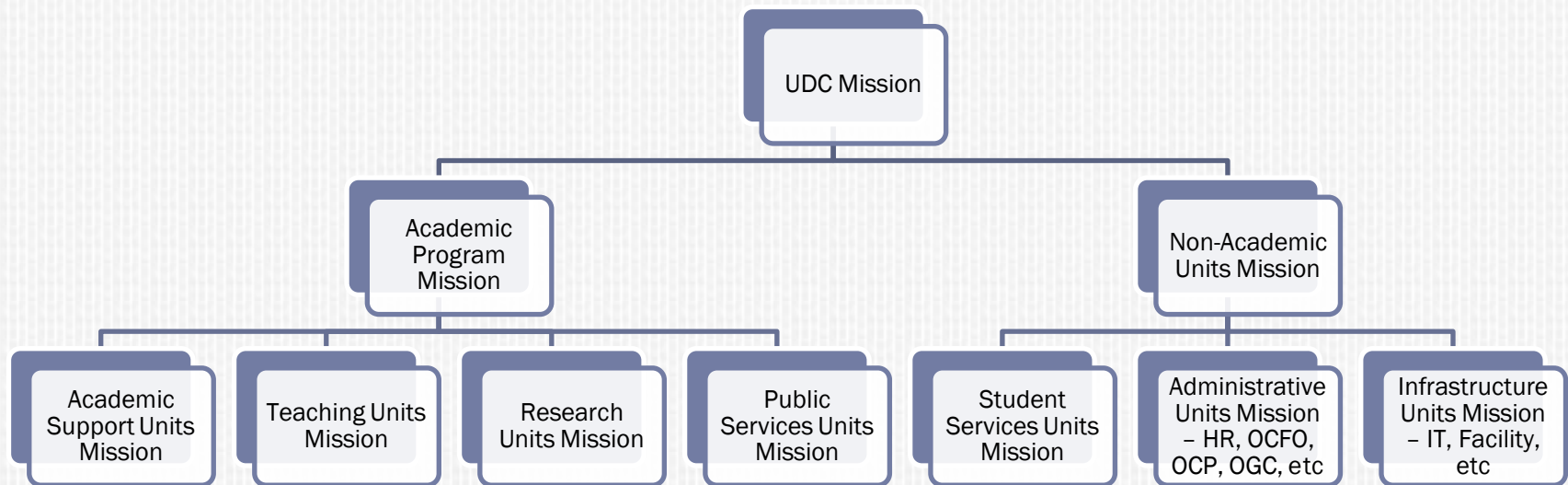
- Is your unit effective?
 - Is the unit serving the institution well?
 - Are the unit's efforts tightly coordinated with other units at the institution?

- Is there room for improvement or are you and your unit the most effective you can be given current resources?

- Prove it...with DATA!

DEFINE YOUR ROLE - UNIT LEVEL MISSION AND VISION

- What is your unit's role at the institution?
- How does your unit "fit" in at the institution?
- How does that align with the institution's mission and vision?
- How does your unit impact student success and how can you maximize that impact?



GOALS AND OBJECTIVES

- Set goals – long-term – where will the unit be in 3-5 years
- Set objectives – annual – the steps to getting the unit to the established goals

Vision 2020 Goals

Goal 1: Effective, flexible, and accessible educational programs

Goal 2: culture of accountability and transparency

Goal 3: trusted partner with business and non-profit leaders, residents, and public officials

Goal 4: Increase nationally recognized research, scholarship, community outreach and creative goals

Goal 5: effective, student-centered institution. strategic administrative and infrastructure enhancements

Institutional Research Goals

Play a leading role in developing a culture of data-driven decision making and assessment.

Guide and support the University assessment efforts, using the result to recommend improvements

Support academic programs to assess student learning outcome

Support administrative units to improve efficiency and effectiveness through data driven decision making

Lead the University Data Standard Management function. Monitor and increase data integrity.

Objectives

Data Cookbook

Automate routine reports

Assessment Platform, etc.

A S.M.A.R.T. GOAL IS...

S

- **Specific** goals are clear and state “**what**” the unit **needs to accomplish**. Specific goals include detailed tasks and work that must be done to accomplish the set goals.

M

- **Measurable** goals define the objective to a definite level of precision. Measures should be **credible and quantitative**, or at least allow for determining if the goal is completed or not.

A

- **Attainable** goals should be challenging **but not impractical**. They should “stretch” unit performance.

R

- **Realistic** goals can be accomplished given other goals & priorities. Goals should be **weighted (prioritized) in terms of importance**.

T

- **Time-related** goals include a **deadline** and **milestones for completion**. They may also include checkpoints along the way.

- How will you know the **impact of the changes** you have made?
 - **Outputs: the things we do**
 - Create a new plan
 - Process 25 files an hour
 - **Outcomes: the impact of the things we do (typically on “users”)**
 - Decreased wait time
 - Decreased time from “ask-to-buy” for purchases
 - Improved satisfaction
- What are your units **Key Performance Indicators (KPIs)**?
- Collect **baseline**
 - What outputs and outcomes do you have now?
 - Are these outputs/outcomes the best reflection of the unit?
 - The role of the unit at the college
 - The range of things that the unit does

A SAMPLE OF ASSESSMENT PLAN

- *PROGRAM XYZ Mission & Vision*
- *PROGRAM XYZ Objective x:*
 - *Historical Assessment*
 - *Indicator x.1*
 - * *Baseline*
 - * *Periodic Results (Annual, Monthly, etc...)*
 - * *Current Level*
 - *Indicator x.2*
 - * *Baseline*
 - * *Periodic Results (Annual, Monthly, etc...)*
 - * *Current Level*
 - * *[etc...]*
 - *Conclusion / Remediation (if needed)*
 - *Indicator x.1*
 - * *Outcome & output goal*
 - * *What will we do differently to reach the goal*
 - *Indicator x.2*
 - * *Outcome & output goal*
 - * *What will we do differently to reach the goal*
 - * *[etc...]*

ACTION PLAN – GROUP 1, 2, 3

Action Items	Group 1	Group 2	Group 3
1. Initial meeting. 2. Start working on the preliminary plan	Week 1	Week 1	Week 1
3. Units work on the preliminary plan.	Week 2	Week 2 – Week 3	Week 2 – Week 4
4. When ready, units present and review the preliminary plan with University Assessment Committee (UAC) workgroup. 5. Units revise assessment plan based on feedback 6. Units revise and finalize the assessment plan	Week 3 – Week 4	Week 4 – Week 5	Week 5 – Week 6
7. Units finalize and submit assessment plan to UAC workgroup	Week 5	Week 6	Week 7
8. Receive Training for the assessment platform 9. Develop assessment plan on the platform	Week 7 – week 8	Week 7 – week 9	Week 8 – week 10
10. Presentation to the University Assessment Committee and the University community	Week 9 – Week 10	Week 10 – Week 11	Week 11 – Week 12

Make this summer productive!

BEFORE WE END THE MEETING...

- Please sign up your group
- Please turn in your assessment audit form by July 1st.
- We need volunteers!
- Questions and Discussions.